

[TIME:3 HRS]

[MARKS:100]

N.B:

1. All questions are compulsory
2. Figures to the right indicate full marks

Q1 A. Complete the following statements by selecting the appropriate

Answer (Any 10)

(10)

- i. Managers who are required to perform duties that are ceremonial and symbolic in nature are called _____.
 - a. Figure Head
 - b. Leader
 - c. Monitor
 - d. Negotiator

- ii. _____ skill encompasses the ability to apply specialized knowledge or expertise.
 - a. Human
 - b. Informational
 - c. Technical
 - d. Interpersonal

- iii. The science that seeks to measure, explain and sometimes change the behaviour of humans and animals is a called _____.
 - a. Sociology
 - b. Intuition
 - c. Social psychology
 - d. Psychology

- iv. The _____ component of an attitude is a description of or belief in the way things are.
 - a. Affective
 - b. Cognitive
 - c. Behavioral
 - d. Motivational

- v. _____ measures the degree to which people identify psychologically with their job.
 - a. Job satisfaction
 - b. Organizational commitment
 - c. Job engagement
 - d. Job involvement

- vi. _____ refers to employee's beliefs in the degree to which they influence their work environment, their competence, the meaningfulness of their job and their perceived autonomy.
 - a. Psychological empowerment
 - b. Organizational commitment
 - c. Job engagement
 - d. Job involvement

vii. The three elements in motivation are intensity, direction, and _____.

- a. Persistence
- b. Performance
- c. Attitude
- d. Feedback

viii. Goal setting theory says that specific and difficult goals, with feedback, lead to _____.

- a. Higher performance
- b. Higher satisfaction
- c. Higher incentive
- d. Higher payment

ix. The perceived fairness of the process used to determine the distribution of rewards is known as _____.

- a. Procedural justice
- b. Organizational justice
- c. Interactional justice
- d. Distributive justice

x. _____ is defined as the ability to influence a group toward the achievement of a vision or set of goals.

- a. Belief
- b. Feelings
- c. Apprenticeship
- d. Leadership

xi. Fiedler developed the _____ questionnaire to identify the style of leadership.

- a. CPL
- b. PLC
- c. LPC
- d. PRL

xii. _____ is a characteristic of transactional leaders.

- a. Contingent reward
- b. Empathy
- c. Idealised influence
- d. Intellectual stimulation

Q1 B. State whether the following statements are true or false (Any Ten)

(10)

- i. Managers need to have three broad management skills.
- ii. In his informational role, the manager has to act as a monitor.
- iii. When the manager is responsible for motivating and directing employees he is performing a figurehead role.
- iv. Employee engagement is a negative work related attitude.

- v. In organisational commitment an employee identifies with a particular organisation and it's goals and wishes to remain a member of the organization.
- vi. Job satisfaction describes a positive feeling about a job resulting from an evaluation of its characteristics.
- vii. Herzberg proposed that human beings have a hierarchy of needs.
- viii. Interactional justice is the perceived degree to which one is treated with dignity and respect.
- ix. The equity theory focuses on three relationships.
- x. Initiating structure was the behavioral dimension of leadership identified by the Ohio State studies.
- xi. Fiedler's contingency theory does not include Leader's position power dimension.
- xii. Conventional behavior is a characteristic of charismatic leaders.

Q2. Answer Any Two of the following:

(15)

- a) Explain the concept and Functions of Manger.
- b) Define Organizational Behavior. Illustrate the importance of Interpersonal Skills at the workplace.
- c) Discuss the challenges of Globalisation before Organisational behavior.

Q3. Answer Any Two of the following:

(15)

- a) Elaborate on the concept of attitude and discuss its components.
- b) Discuss the Job involvement and Organisational commitment as major job attitude.
- c) What is Job Satisfaction? Explain the determinants of Job Satisfaction.

Q4. Answer Any Two of the following:

(15)

- a) Explain Herzberg's Two-factor theory of motivation
- b) Describe the three elements of motivation. Explain the theory of needs by McClelland.
- c) Explain the Expectancy theory of motivation.

Q5. Answer Any Two of the following:

(15)

- a) Define leadership. Explain the trait theories of leadership.
- b). Explain the behavioral theories of leadership
- c) Explain the concept of transactional and transformational leaders and highlight their characteristics.

Q6. Write short notes on (Any Four)

(20)

- a) Managerial Skills.
- b) Challenge of Workforce Diversity.
- c) Job Enrichment.
- d) Theory X and theory Y of motivation.
- e) Charismatic leadership
- f) Mentoring.
